

POSITION DESCRIPTION
Staff Assistant
GS-0303-02

I. INTRODUCTION

This position is located in the U.S. Department of Education in the office of the General Manager, Students Channel, Office of Student Financial Assistance. The Students Channel provides best in business services to potential and current borrowers and aid recipients and delivers a range of services that heighten students' and parents' awareness and understanding of options to finance their education.

This position involves clerical and administrative support for the assigned organization.

II. MAJOR DUTIES AND RESPONSIBILITIES

Performs a variety of clerical and administrative duties and responsibilities. Processes or maintains records or documents related to the work of the office. Assists in managing office facilities for the processes and maintenance of office products. Responds to information requests on topics related to the mission, products, or services of the organization. Explains resources, services, and administrative processes to clients using the appropriate form(s) and/or making appropriate referrals following established procedures. Provides limited technical answers to inquiries related to the organization's mission. Inquiries may come by telephone, personal visit, or written correspondence. Uses a personal computer to produce a wide variety of documents.

Performs other related duties as assigned.

III. FACTORS

Factor 1 - Knowledge Required FL 1-3 350 pts.

Knowledge of administrative regulations, policies, procedures, and forms sufficient to provide administrative support to office staff.

Knowledge of the mission, functions, and goals of the office.

Knowledge of office management methods and techniques.

Factor 2 - Supervisory Controls FL 2-2 125 pts.

Works under the direction of a supervisor or higher graded employee. The supervisor provides overall instructions and priorities. Employee independently plans and accomplishes routine work in accordance with established procedures, priorities, accepted practice, and policies. Completed routine work is relied upon for accuracy; the supervisor may spot check routine work products.

Factor 3 - Guidelines FL 3-2 125 pts.

Guidelines include standard business references and directories, information manuals, standard office references and the Department's administrative regulations, policies, standard procedures, manuals, dictionaries, and the supervisor's instructions. The employee applies judgment in selecting and applying guidelines. Where no guidelines exist, the employee relies upon and closely follows the supervisor's guidance.

Factor 4 - Complexity FL 4-3 150 pts.

The work performed includes various duties requiring different and unrelated processes and methods. Relationships of the office with other offices are moderately complicated. Decisions concerning what needs to be done are based on an understanding of the interrelationships between the organizations, people, and issues involved.

Factor 5 - Scope and Effect FL 5-2 75 pts.

The purpose of the work is to provide clerical and administrative support to the office staff. The work affects the timeliness, accuracy, and reliability of many segments of the organization's work.

Factor 6 - Personal Contacts FL 6-2 25 pts.

Contacts are with office staff, the general public, and persons from Federal, State, and local governments and outside organizations. Contacts are made on a routine basis by telephone, letter, or in person.

Factor 7 - Purpose of Contacts FL 7-2 50 pts.

Purposes of contacts are primarily to give, receive, and clarify information. The incumbent ascertains and discusses client information needs, provides information, researches and obtains information, handles administrative matters, and assists in managing conferences and meetings related to office programs.

Factor 8 - Physical Demands FL 8-1 5 pts.

Work is of a sedentary nature.

Factor 9 - Work Environment FL 9-1 5 pts.

The work is performed in typical office settings.

TOTAL = 910 pts.

IV. UNIQUE POSITION REQUIREMENTS

- Reports to the Chief of Staff-Immediate Office
- Perform administrative, program, and/or technical support functions and facilitating accomplishment of the office's mission
- Answer telephones, file Channel documents, and general typing is required
- Knowledge of in word processing or other software tools to produce a wide variety of documents
- Administratively support CoS, Senior Specialist and Director of Administrative Services